



## **Distrust in authorities amongst both citizens and disaster practitioners themselves**

Regarding the role of trust, practitioners perceived different levels of trust in different authorities (e.g., related to professional roles, symbols, personal experience) in the disaster response phase, and they reported several issues particularly in the disaster recovery phase. However, there was little information about the role of trust in the disaster preparedness phase, which will require further investigation. Additionally, many practitioners showed a rather self-critical attitude, elaborating that not only citizens mistrust institutions, but institutions also mistrust citizens, e.g., that citizens may use social media to spread false information rather than understanding citizens' social media usage in disaster situations as their willingness to take part and take up responsibility in public life.

### **Applicable to:**

Stakeholders: [Open-mindedness](#), [Communication](#), [Attitudes toward authorities](#)

Disaster Phases: [Prevention](#), [Preparedness](#), [Response](#), [Recovery](#), [All disaster phases](#)

Types of Actors Concerned: [National civil protection body](#), [Local authorities](#), [Government](#)

Hazards: [Natural hazards](#), [Man-made non-intentional hazards or emergency situations](#), [Man-made intentional hazards](#)

### **Source**

[Deliverable D5.11 "Report on Stakeholder Assembly 2 \(Italy\)" \(page 55\)](#)

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